

The following are the terms and conditions for Matteo Lighting Inc. ("Matteo") Return Merchandise Authorizations ("RMAs") ("RMA Terms") and incorporate the Matteo Lighting Limited Warranty ("Matteo Warranty") ("Warranty"). Any returns and field destroy are subject to these RMA Terms.

General Terms and Conditions

- All returns/field destroys must be pre-approved by Matteo. Matteo will respond with an RMA Form including an RMA number, a list of units authorized to return/field destroy, and return instructions
- All return merchandises must be accompanied by a copy of the RMA Form
- Matteo's liability under these RMA Terms is limited in accordance with the relevant provisions in the Matteo Warranty
- The customer is required to provide information of the merchandise, which includes but is not limited to fixture model number, Purchase Order number, reasons for return, and photos of defective merchandises upon Matteo's request
- Failure to complete RMA Instructions appropriately may result in credits being denied
- Credit will only be processed upon receiving all relevant information, including receiving returned merchandise if applicable
- Any applicable charges will automatically reflect on the return credit note

Returns of Conforming Merchandises

- Conforming merchandises must be returned in resalable condition, in the original box, and have no missing parts or been previously installed
- Must be returned freight pre-paid by customer
- A 25% of restocking fee will apply
- Failure to follow any instructions provided may result in credits being denied

Field Destroy of Defective Merchandises

- Appropriate and clear photos of defective part or destroyed fixtures must be provided

Merchandise Inspection

By accepting our RMA approval and returning your defective merchandises for credit, the customer acknowledges the following conditions will result in denial of the claim and void the Warranty

1. Misuse or damage through handling, installation or modification caused the defect
2. Returned merchandise did not have claimed defect or damage
3. RMA was not pre-approved

Validity

An RMA number is valid for 30 days from its issue date. If photos or merchandise has not been received by Matteo, a new RMA number will need to be requested

Effective March 11, 2019 RMA Terms and Conditions